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## Opinionmeter selected by Womack Army Medical Center to provide Real-Time Patient Satisfaction Feedback System

San Leandro, California, March 20, 2008 Opinionmeter International, manufacturer of the award winning customer satisfaction feedback system, has been selected by Womack Army Medical Center (WAMC) to install its touch screen patient satisfaction [survey kiosks](#) throughout the medical center and outpatient clinics – handheld survey devices are used by nursing staff to capture inpatient feedback. The Opinionmeter survey system includes a range of web-enabled touch screen devices providing the customer relations division at WAMC with real-time point-of-care [patient feedback](#).

Opinionmeter's new touch screen survey devices (including handheld, tablet and [survey kiosk](#) configurations) collect real-time point-of-care survey data, and transmit that data across the Internet to its web-based reporting tool known as the SurveyManager. The SurveyManager automates the entire real-time survey process - formulating the questions, deploying the survey, aggregating the data, and reporting analyzed results.

Frieda Huddleston, Chief of the Customer Relations Division of WAMC, at Fort Bragg has successfully utilized Opinionmeter survey systems to implement inpatient and outpatient satisfaction feedback campaigns, including the use of CAPHS and SHEP surveys. Now, with the help of Opinionmeter, WAMC will be able to automate the entire survey process and benefit from real-time actionable feedback instead of waiting weeks, sometimes months for survey results.

The Opinionmeter System gathers large amounts of [patient feedback](#) instantly from the point-of-care, analyzes it, and transforms that data into information it delivers to any authorized person anywhere in the world for meaningful actions. The system is quickly implemented, easy, convenient, and economical to use. The result is immediate, providing spontaneous data that is not aged or dated -- it is ripe for meaningful business action, or for timely response to a just occurring negative action, such as poor service.

### About Opinionmeter

Opinionmeter International is a leading provider of technology-based customer satisfaction market research tools. With a range of interactive survey devices

Opinionmeter enables its clients to capture real-time 'voice of the customer' satisfaction feedback at the point-of-experience (the moment the customer experiences the product or service). Built on the Windows platform, Opinionmeter can deploy its system onto a wide range of devices (including handheld, tablet and [survey kiosk](#) devices), providing maximum flexibility and device independence. More information, including an online SurveyManager web-demo and Guided Product Tour are available at [www.opinionmeter.com](http://www.opinionmeter.com)

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